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IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant:	Harrison	)	Examiner:	Nguyen, Cuong H.
Serial No.	08/919,450	)	Art Unit:	3625
Filed:	August 28, 1997	)	Attny Docket:	10547.15US1
Title:	System And Method For	)		
	Computer-Aided Technician	)		
	Dispatch And	)		
	Communication	)		

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APR 03 2003

GROUP 3600

RESPONSE TO OFFICE ACTION

Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

In response to the Office Action dated January 2, 2003, please amend the claims  
and consider the following remarks.